



February 4, 2013

Austin, TX
5929 Balcones Drive, Suite 200
Austin, TX 78731-4280
Phone: 512.343.2544
Fax: 512.343.0119

VIA: Electronic Comment Filing System (ECFS)

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Suite TW-A325
Washington, DC 20554

RE: EB Docket No. 06-36 - CPNI Certification and Accompanying Statement

Dear Ms. Dortch:

On behalf of Arkansas Telephone Company, Inc., please find the attached annual CPNI certification and accompanying statement which is being filed pursuant to 47 C.F. R. § 64.2009(e).

Should you have any questions or need further information, please contact me at (512) 343-2544.

Sincerely,

A handwritten signature in black ink, appearing to read "Jean Langkop".

Jean Langkop
Authorized Representative for
Arkansas Telephone Company, Inc.

JL/pjf

Attachment

cc: Mr. Randy McCaslin, Arkansas Telephone Company, Inc.
Ms. Mary Johnson, Arkansas Telephone Company, Inc.

Annual 47 C.F.R. § 64.2009 (e) CPNI Certification
EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2013 covering the prior calendar year 2012.

Date Filed: 02/04/2013

Name of Company covered by this certification: **Arkansas Telephone Company, Inc.**

Form 499 Filer ID: **802047**

Name of signatory: **Randy McCaslin**

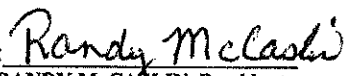
Title of signatory: **President**

I, **Randy McCaslin**, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47. C.F. R. § 64.2001 et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in §64.2001 *et seq.*, the Commission's CPNI rules.

The company has not taken any actions against data brokers in the past year. The company has not instituted proceedings or filed petitions at the Commission, any state commission, or with any state or federal court system against data brokers. The Company understands it must report on any information that it has with respect to the processes that pretexters are using to attempt to access CPNI, and what steps the company is taking to protect CPNI, including the Company's duty to "provide explanation of any actions taken against data brokers". The Company continues to monitor and watch for unauthorized access.

The company has not received any customer complaints in the past year concerning the unauthorized release or disclosure of CPNI. If complaints had been received, the number of complaints would have been broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information. A complete breakdown would have been provided and full compliance with this request will be maintained. Due to no such complaints or violations, no breakdown is provided.

Signed: 
RANDY McCASLIN, President

ACCOMPANYING STATEMENT

This statement explains how Arkansas Telephone Company, Inc.'s ("the Company's") procedures ensure compliance with the FCC rules on CPNI and FCC requirements for the safeguarding of such customer information.

The Company has chosen to prohibit the use or disclosure of CPNI for marketing purposes.

The Company has a written CPNI Policy that explains what CPNI is, when it may be used without customer approval, and when customer approval is required prior to CPNI being used, disclosed or accessed for marketing purposes.

The Company has assigned a Director for CPNI Compliance to serve as the central point of contact regarding the Company's CPNI responsibilities and questions related to CPNI Policy. The Director for CPNI Compliance has responsibilities including, but not limited to, supervising the training of all Company employees with access to CPNI, investigating complaints of unauthorized release of CPNI, and reporting any CPNI breaches to the appropriate law enforcement agencies. The Director for CPNI Compliance also maintains records in accordance with FCC CPNI rules including records of any discovered breaches, notifications of breaches to law enforcement, and law enforcements' responses to the notifications for a period of at least two years.

The Company has internal procedures in place to educate its employees about CPNI and the disclosure of CPNI. Employees with access to this information are trained on the FCC's rules and are prohibited from disclosing or permitting access to CPNI without the appropriate customer consent. The Company's CPNI Policy and Procedures Manual describes the disciplinary process related to noncompliance with CPNI obligations, and sets forth the penalties for non-compliance, which can include termination of employment.

The Company requires express opt-in consent from a customer prior to the release of CPNI to a joint venture partner or independent contractor for marketing purposes. However, currently the Company has not and does not plan to release CPNI to any third parties for marketing purposes.

Appropriate safeguards on the disclosure of CPNI have been implemented in accordance with C.F.R. §64.2010. Prior to the disclosure of CPNI, customers initiating calls to or visiting the Company's offices are properly authenticated. Passwords and password back-up authentication procedures for lost or forgotten passwords are implemented in accordance with §64.2010(e). To establish a password for an existing customer, the Company must first authenticate the customer without the use of readily available biographical information, or account information, such as calling the customer back at their

Arkansas Telephone Company, Inc.
Accompanying Statement

telephone number of record. For a new customer, the password is established at the time of service initiation.

Call detail information is only disclosed over the telephone, based on customer-initiated telephone contact, if the customer first provides a password that is not prompted by the Company asking for readily available biographical information, or account information. If the customer does not provide a password, call detail information is only provided by sending it to the customer's address of record or by calling the customer at their telephone number of record. If the customer is able to provide call detail information to the Company during a customer-initiated call without the Company's assistance, then the Company is permitted to discuss the call detail information provided by the customer. Prior to the Company disclosing CPNI to a customer visiting any of its retail offices in person, the customer must present a valid photo ID matching the customer's account information.

The Company does not rely on readily available biographical information or account information to authenticate a customer's identity before a customer can access CPNI related to their telecommunications account online. Once authenticated, a customer can only obtain online access to CPNI related to his or her telecommunications account with a password that is not prompted by the Company asking for readily available biographical information, or account information.

The Company has implemented procedures to notify customers immediately whenever a password, customer response to a back-up means of authentication for lost or forgotten passwords, or address of record is created or changed.

In the event of a CPNI breach, the Company complies with the FCC's rules regarding notice to law enforcement (i.e., United States Secret Service (USSS) and the Federal Bureau of Investigation (FBI)) and customers. Records of any CPNI breach and notifications to law enforcement, as well as law enforcement's responses are maintained for a period of at least two years.